

**ANALYSIS OF SERVICE EFFECTIVENESS PRANOTA AND NOTE IN THE
OPERATIONAL PROCESS AT PT.PELINDO JASA MARITIM DUMAI UNIT**

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Abstract

This research aims to improve science and information on how to analyze the effectiveness of services in the operational process at PT.Pelindo Maritime Services. The formulation of the problem of this research is overflowing, how is the quality of service Pranota and Note in the operational process at Pelindo Jasa Maritim, How do notes and drafts affect ship service performance, and how the design of an integrated pranota and memorandum system can improve operational efficiency, this research is limited to the analysis of service effectiveness in the operational process at PT.Pelindo Jasa Maritim, the purpose of the research that can be concluded is overflowing, knowing the services of prenotes and memorandums in the operational process at PT.Pelindo Jasa Maritim, the influence of pre-memorandums and memorandums on ship performance and operational efficiency, and knowing the influence of the integrated pre-memorandum and memorandum system on operational efficiency. The observation method was used to obtain data on the ship agency service process, while the interview method was used to explore more deeply the quality of ship services provided by PT Pelindo Jasa Maritim Dumai Unit. The Service Quality Standards for Pranota and Nota at PT Pelindo Jasa Maritim, Dumai Unit, have led to the development of the Phinnisi application—an end-to-end vessel service operating system platform. The result of the study show that the preinvoice and invoice services at PT.Pelindo Jasa Maritim Dumai Unit are considered good and efficient, supported by the phinnisi system that facilitates order processing, automatic issuance of preinvoice and invoice, and the use of legally valid digital standards.

Keywords: Effectiveness, Pranota, Notes, Service, Operational, PT.Pelindo Jasa Maritim